## 

**JOB DESCRIPTION**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**1. JOB DETAILS**

**Job Title: Ward Clerk**

**Band: 2**

**Responsible To**: **Haemodialysis Flow Co-ordinator**

**Accountable To**: **Admin Line Manager**

**Department/Directorate**: **Medicine**

**2. JOB PURPOSE**

The postholder is required to

* Provide an efficient, professional administrative and clerical service to the Renal Department, ensuring patient information is accurate and updated timely. To provide effective communication to both patients and staff in order to ensure the smooth running of the Department, which enhances patient care.
* Provide a professional, efficient and effective reception, patient administration and appointment booking service to patients and visitors attending the Hospital in accordance with Trust policies and standards relating to confidentiality and customer care
* Ensure that the professional image and high standards of the Trust are maintained at all times.
* Ensure patient/staff safety and confidentiality of information is maintained at all times.

**3. DIMENSIONS/KEY WORKING RELATIONSHIPS**

* Multi-professional teams
* Ward Manager / Lead Nurse
* Nurses
* Doctors
* Patients
* Visitors
* Ward Clerks
* Secretaries

**4. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES**

**Duties**

* Ensure patient information is complete and accurate on EPIC and all relevant paperwork to meet the Data Quality IG Toolkit standards
* Provide a proactive welcoming Reception Service to the Ward / Unit
* Arrange transport where necessary
* Answer the telephone promptly and professionally, deal with enquiries and take messages
* Ensure adequate information is provided in order to update relatives with non-clinical information
* Register patients on EPIC and highlight confused/duplicate records for merging
* Produce labels for patient admissions
* To communicate regularly with the ward team, to ensure information is shared appropriately
* Ensure adequate stationary is available and EROS ordering
* Liaise with members of the multi disciplinary team
* Overview of patient discharge summaries
* Make follow-up appointments where necessary
* Deal with incoming/outgoing post
* Maintain security of sensitive personal and other confidential information and follow secure operating procedures for handling information in all formats.
* Participate in team meetings

**Operational Responsibilities**

1. To ensure all paperwork/electronic notes received in the department are appropriately signed for on a daily basis
2. To ensure all paperwork/electronic notes are prepared, updated and available for further use as necessary
3. To ensure confidentiality of patients/staff etc. are maintained at all times
4. To ensure department IT system is up to date and accurate within own area of responsibility.
5. To ensure all outcomes and work is completed within one working day – escalating any concerns to reporting manager.
6. To organise diaries for follow up meetings/appointments as requested
7. To provide assistance for onward transportation as requested
8. To ensure the Reception area is kept clean, tidy and professional looking at all times
9. To answer telephone calls within 4 rings.
10. To acknowledge and help all visitors/patients to the Reception area promptly and professionally.

**Specific roles for Outpatient Reception include**

1. To arrange transport for Renal patients as required
2. To ensure patient confidentiality is maintained at all times
3. To check all patients’ details are recorded accurately on the departmental electronic system amend where required
4. There will be a requirement to have a flexible approach to working hours to meet the demand for the service, this may include some evening and weekend work.

**Specifics Roles and Responsibilities in relation to Ward Clerk Duties**

**Operational Responsibilities**

1. Use IT systems to maintain accurate and comprehensive records of patient details, referral sources, investigations, appointments, cancellations, DNAs etc on the computerised systems, namely EPIC, to track and book patients appropriately (arranging any tests or extra information required) within national wait times.
2. Ensure patient information is recorded accurately and promptly onto the appropriate system and any phone calls, emails or faxes are dealt with efficiently.
3. Monitor clinics daily to ensure full utilisation of slots and escalate any issues to supervisor or slot manager.
4. Monitor pending lists and action any Appointment Slot Issue requests ensuring all patients are booked within waiting times and breach dates.
5. Actively monitor and identify potential breaches and escalate to resolve any future problems.
6. Contribute to audits regarding departmental procedures.
7. Answer the telephone promptly in a polite and helpful manner adhering to telephone script.
8. Provide information and have contact with possible distressed/anxious patients treating them with tact and sympathy.
9. Liaise regularly with multi-disciplinary staff e.g. nurses and AHPs.
10. Liaise with GP surgeries and other hospital/PCT staff.
11. Liaise with the appropriate department regarding clinic bookings/diagnostic tests as necessary.
12. To take part in regular performance appraisal
13. Undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling, Information Governance, Equality and Diversity etc.
14. Any other duties as may be required

**Other Responsibilities:**

To take part in regular performance appraisal

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



**PERSON SPECIFICATION**

**POST : Ward Clerk/Receptionist**

**BAND: 2**

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| REQUIREMENTS | At Recruitment | At 2nd Gateway |
| **QUALIFICATIONS/SPECIAL TRAINING:**  Minimum GCSE grade A-C or equivalent experience in Maths and English  Good spelling and numeracy skills  ECDL or equivalent  NVQ Level 2 in Administration or equivalent  EPIC or equivalent information system | E  E  D  D  D | E  E  E  E E |
| **KNOWLEDGE/SKILLS/ABILITIES:**  Excellent communication skills, including verbal skills, and telephone manner  Proven clerical experience  Accurate data entry  Legible handwriting  Working knowledge of Microsoft office packages, including word, excel, pivots and spreadsheets  Advances keyboard skills, ability to use multiple systems, using speed and accuracy  Knowledge of Trust database systems i.e. EPIC  Basic medical terminology | E  D  E  E  D  D  D  D | E  E  E  E  E  E  E  E |
| **EXPERIENCE:**  Computer Literate  Reception or dealing with the general public, and answering volume telephone calls  Team working  Customer focused service  Previous NHS/healthcare experience  Proven clerical experience including organising day to day tasks  Experience of inputting accurate and timely data onto computer systems | E  E  E  E  D  E  E | E  E  E  E  E  E  E |
| **PERSONAL REQUIREMENTS:**  Ability to work unsupervised  Ability to work to deadlines  Flexible approach to meet the needs of the service  Excellent customer care skills  Pleasant personality  Smart appearance  Highest integrity  Ability to carry out some manual handling after training  Ability to deal with challenging behaviour  Requirement for concentration  Ability to work as part of a team including implementing and improving processes  Able to offer a sympathetic and understanding approach to patients and relatives, especially when dealing with sensitive and complex issues  Ability to deal with challenging behaviour | D  E  E  E  E  E  E  D  E  E  E  E | E  E  E  E  E  E  E  E  E  E  E  E |

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |